



General Assembly

Substitute Bill No. 137

February Session, 2012

* ____SB00137JUD__050112__ *

**AN ACT CONCERNING FEAR OF RETALIATION TRAINING IN
NURSING HOME FACILITIES.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Subsection (b) of section 17b-403 of the general statutes is
2 repealed and the following is substituted in lieu thereof (*Effective*
3 *October 1, 2012*):

4 (b) The State Ombudsman shall serve on a full-time basis, and shall
5 personally or through representatives of the office:

6 (1) Identify, investigate and resolve complaints that:

7 (A) Are made by, or on behalf of, residents or, as to complaints
8 involving the application for admission to a long-term care facility, by
9 or on behalf of applicants; and

10 (B) Relate to action, inaction or decisions that may adversely affect
11 the health, safety, welfare or rights of the residents, including the
12 welfare and rights of the residents with respect to the appointment and
13 activities of guardians and representative payees, of (i) providers or
14 representatives of providers of long-term care services, (ii) public
15 agencies, or (iii) health and social service agencies;

16 (2) Provide services to protect the health, safety, welfare and rights
17 of the residents;

18 (3) Inform the residents about means of obtaining services provided
19 by providers or agencies described in subparagraph (B) of subdivision
20 (1) of this subsection or services described in subdivision (2) of this
21 subsection;

22 (4) Ensure that the residents and, as to issues involving applications
23 for admission to long-term care facilities, applicants have regular and
24 timely access to the services provided through the office and that the
25 residents and complainants receive timely responses from
26 representatives of the office to complaints;

27 (5) Represent the interests of the residents, and of applicants in
28 relation to issues concerning applications to long-term care facilities,
29 before governmental agencies and seek administrative, legal and other
30 remedies to protect the health, safety, welfare and rights of the
31 residents;

32 (6) Provide administrative and technical assistance to
33 representatives to assist the representatives in participating in the
34 program;

35 (7) (A) Analyze, comment on and monitor the development and
36 implementation of federal, state and local laws, regulations, and other
37 governmental policies and actions that pertain to the health, safety,
38 welfare and rights of the residents with respect to the adequacy of
39 long-term care facilities and services in this state and to the rights of
40 applicants in relation to applications to long-term care facilities;

41 (B) Recommend any changes in such laws, regulations, policies and
42 actions as the office determines to be appropriate; and

43 (C) Facilitate public comment on the laws, regulations, policies and
44 actions;

45 (8) Advocate for:

46 (A) Any changes in federal, state and local laws, regulations and

47 other governmental policies and actions that pertain to the health,
48 safety, welfare and rights of residents with respect to the adequacy of
49 long-term care facilities and services in this state and to the health,
50 safety, welfare and rights of applicants which the State Ombudsman
51 determines to be appropriate;

52 (B) Appropriate action by groups or agencies with jurisdictional
53 authority to deal with problems affecting individual residents and the
54 general resident population and applicants in relation to issues
55 concerning applications to long-term care facilities; and

56 (C) The enactment of legislative recommendations by the General
57 Assembly and of regulatory recommendations by commissioners of
58 Connecticut state agencies;

59 (9) (A) Provide for training representatives of the office;

60 (B) Promote the development of citizen organizations to participate
61 in the program; and

62 (C) Provide technical support for the development of resident and
63 family councils to protect the well-being and rights of residents;

64 (10) Coordinate ombudsman services with the protection and
65 advocacy systems for individuals with developmental disabilities and
66 mental illnesses established under (A) Part A of the Development
67 Disabilities Assistance and Bill of Rights Act (42 USC 6001, et seq.), and
68 (B) The Protection and Advocacy for Mentally Ill Individuals Act of
69 1986 (42 USC 10801 et seq.);

70 (11) Coordinate, to the greatest extent possible, ombudsman services
71 with legal assistance provided under Section 306(a)(2)(C) of the federal
72 Older Americans Act of 1965, (42 USC 3026(a)(2)(C)) as amended from
73 time to time, through the adoption of memoranda of understanding
74 and other means;

75 (12) Create, and periodically update as needed, a training manual

76 that provides guidance on structuring and implementing the fear of
77 retaliation training required by section 19a-522c, as amended by this
78 act, for use by nursing home facilities;

79 [(12)] (13) Provide services described in subdivisions (1) to [(11)]
80 (12), inclusive, of this subsection, to residents under age sixty living in
81 a long-term care facility, if (A) a majority of the residents of the facility
82 where the younger person resides are over age sixty and (B) such
83 services do not weaken or decrease service to older individuals
84 covered under this chapter; and

85 [(13)] (14) Carry out such other activities and duties as may be
86 required under federal law.

87 Sec. 2. Section 19a-522c of the general statutes is repealed and the
88 following is substituted in lieu thereof (*Effective October 1, 2012*):

89 A nursing home administrator of a chronic and convalescent
90 nursing home or a rest home with nursing supervision shall ensure
91 that all facility staff receive annual in-service training in (1) an area
92 specific to the needs of the patient population at such facilities, and (2)
93 residents' fear of retaliation. A nursing home administrator shall
94 ensure that any person conducting the in-service training is familiar
95 with needs of the patient population at the facility, provided such
96 training need not be conducted by a qualified social worker or
97 qualified social worker consultant. A nursing home administrator shall
98 ensure that the in-service training in residents' fear of retaliation
99 includes discussion of (A) residents' rights to file complaints and voice
100 grievances, (B) examples of what might constitute or be perceived as
101 employee retaliation against residents, and (C) methods of preventing
102 employee retaliation and alleviating residents' fear of retaliation. In
103 accordance with section 19a-36, the Commissioner of Public Health
104 shall amend the Public Health Code in conformity with the provisions
105 of this section.

This act shall take effect as follows and shall amend the following sections:		
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Section 1	<i>October 1, 2012</i>	17b-403(b)
Sec. 2	<i>October 1, 2012</i>	19a-522c

AGE *Joint Favorable Subst. C/R* PH

PH *Joint Favorable*

JUD *Joint Favorable*